

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 26000CSRM — Social Responsibility in Care Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-CSRM-26000CSRM • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-CSRМ-26000CSRМ
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Evaluation and Continuous Improvement

5 chapters · 30 classes 65 marks

• 1 Understanding the Evaluation Process in Care Services — 6 classes

› 1.1 Identify Key Components of the Evaluation Process in Care Services

› 1.2 Analyze Stakeholder Involvement in Evaluation for Care Services

› 1.3 Develop Criteria for Measuring Effectiveness in Care Service Evaluations

› 1.4 Explore Data Collection Methods for Evaluating Care Services

› 1.5 Interpret Evaluation Results to Drive Continuous Improvement

› 1.6 Formulate an Action Plan Based on Evaluation Insights in Care Services

• 2 Key Performance Indicators and Metrics for Care Services — 6 classes

› 2.1 Define Key Performance Indicators Relevant to Care Services

› 2.2 Identify Metrics for Measuring Care Service Effectiveness

› 2.3 Analyze Data Collection Methods for Performance Metrics

› 2.4 Apply KPI Dashboards to Monitor Care Service Performance

› 2.5 Evaluate the Impact of KPIs on Continuous Improvement Strategies

› 2.6 Develop Action Plans Based on KPI Analysis for Enhanced Care Services

• 3 Conducting Internal Audits for Continuous Improvement — 6 classes

› 3.1 Identify the Purpose and Scope of Internal Audits

› 3.2 Develop Effective Audit Checklists and Tools

› 3.3 Collect and Analyze Data During Internal Audits

› 3.4 Engage Stakeholders for Feedback and Insights

› 3.5 Document Findings and Recommendations Clearly

› 3.6 Create Action Plans for Continuous Improvement Based on Audit Results

• 4 Stakeholder Engagement in Evaluation Processes — 6 classes

› 4.1 Identify Key Stakeholders in Care Service Evaluation

› 4.2 Analyze Stakeholder Needs and Expectations

› 4.3 Develop Effective Communication Strategies for Stakeholder Engagement

› 4.4 Facilitate Stakeholder Workshops for Collaborative Evaluation

› 4.5 Collect and Analyze Stakeholder Feedback on Evaluation Processes

› 4.6 Integrate Stakeholder Insights into Continuous Improvement Plans

• 5 Implementing Change Based on Evaluation Findings — 6 classes

› 5.1 Assessing Evaluation Results for Care Improvement

› 5.2 Identifying Key Areas for Change in Care Services

› 5.3 Developing Action Plans Based on Findings

› 5.4 Engaging Stakeholders in the Change Process

› 5.5 Monitoring Implementation of Changes in Care Practices

› 5.6 Evaluating the Impact of Changes on Care Quality

• 1 Understanding ISO 26000 and its Relevance to Care Services — 6 classes

- › 1.1 Define ISO 26000 and Its Core Principles
- › 1.2 Assess the Importance of Social Responsibility in Care Services
- › 1.3 Identify Stakeholders and Their Roles in Implementing ISO 26000
- › 1.4 Develop Strategies for Aligning Care Service Practices with ISO 26000
- › 1.5 Create an Action Plan for Monitoring Compliance with ISO 26000
- › 1.6 Evaluate the Impact of ISO 26000 on Care Service Quality and Outcomes

• 2 Planning for Social Responsibility Implementation in Care Services — 6 classes

- › 2.1 Assess Current Practices in Social Responsibility
- › 2.2 Establish Objectives for Social Responsibility in Care Services
- › 2.3 Develop an Action Plan for Implementation
- › 2.4 Engage Stakeholders in the Social Responsibility Process
- › 2.5 Monitor Progress and Evaluate Effectiveness
- › 2.6 Report Outcomes and Adjust Strategies for Improvement

• 3 Engaging Stakeholders in the Implementation Process — 6 classes

- › 3.1 Identify Key Stakeholders in Care Services
- › 3.2 Assess Stakeholder Interests and Influence
- › 3.3 Develop Effective Communication Strategies
- › 3.4 Foster Collaborative Partnerships for Implementation
- › 3.5 Monitor Stakeholder Engagement Throughout the Process
- › 3.6 Evaluate Outcomes of Stakeholder Participation

• 4 Monitoring and Measuring Social Responsibility Performance — 6 classes

- › 4.1 Understand Key Performance Indicators for Social Responsibility
- › 4.2 Analyze Tools for Measuring Social Responsibility Performance
- › 4.3 Develop a Framework for Monitoring Social Responsibility Activities
- › 4.4 Implement Effective Data Collection Techniques for Social Metrics
- › 4.5 Evaluate Performance Against Social Responsibility Benchmarks
- › 4.6 Create a Reporting Strategy for Social Responsibility Outcomes

• 5 Continuous Improvement and Reporting in Care Services — 6 classes

- › 5.1 Analyze Current Practices in Care Services
- › 5.2 Identify Areas for Continuous Improvement
- › 5.3 Develop Action Plans for Improvement Initiatives
- › 5.4 Implement Monitoring Tools for Performance Measurement
- › 5.5 Evaluate the Effectiveness of Improvement Strategies
- › 5.6 Report Findings and Insights on Continuous Improvement

• 1 Understanding Social Responsibility in Care Services — 6 classes

- › 1.1 Define Social Responsibility in Care Services
- › 1.2 Explore the Importance of Social Responsibility for Care Services
- › 1.3 Identify Key Principles of ISO 26000 in Care Settings
- › 1.4 Analyze Case Studies of Social Responsibility in Action
- › 1.5 Evaluate the Impact of Social Responsibility on Stakeholders
- › 1.6 Develop a Personal Action Plan for Implementing Social Responsibility

• 2 ISO 26000: Principles and Core Subjects — 6 classes

- › 2.1 Understand ISO 26000: An Overview of Social Responsibility
- › 2.2 Identify the Seven Core Subjects of ISO 26000
- › 2.3 Explore the Principles of Social Responsibility
- › 2.4 Analyze Stakeholder Engagement in Care Services
- › 2.5 Evaluate Organizational Governance and Its Impact
- › 2.6 Apply ISO 26000 Principles to Improve Practices in Care Services

• 3 Ethical Decision-Making in Care Services — 6 classes

- › 3.1 Define Key Concepts in Ethical Decision-Making
- › 3.2 Identify Ethical Dilemmas in Care Services
- › 3.3 Explore Ethical Theories Relevant to Care
- › 3.4 Analyze Case Studies in Ethical Decision-Making
- › 3.5 Develop a Framework for Ethical Choices
- › 3.6 Apply Ethical Decision-Making in Real-Life Scenarios

• 4 Stakeholder Engagement and Communication — 6 classes

- › 4.1 Identify Key Stakeholders in Care Services
- › 4.2 Analyze Stakeholder Needs and Expectations
- › 4.3 Develop Effective Communication Strategies
- › 4.4 Utilize Feedback Mechanisms for Stakeholder Engagement
- › 4.5 Implement Collaborative Approaches in Care Services
- › 4.6 Evaluate the Impact of Stakeholder Engagement

• 5 Measuring and Reporting Social Responsibility Efforts — 6 classes

- › 5.1 Define Key Metrics for Measuring Social Responsibility in Care Services
- › 5.2 Develop a Framework for Reporting Social Responsibility Efforts
- › 5.3 Analyze Best Practices in Social Responsibility Reporting
- › 5.4 Identify Stakeholders and Their Reporting Needs
- › 5.5 Create Sample Reports on Social Responsibility Initiatives
- › 5.6 Evaluate the Impact of Social Responsibility Reporting on Care Services

• 1 Understanding ISO 26000: An Overview of Social Responsibility Principles — 6 classes

- › 1.1 Define the Key Concepts of Social Responsibility
- › 1.2 Explore the Seven Core Principles of ISO 26000
- › 1.3 Identify Stakeholders in Care Services Context
- › 1.4 Assess the Importance of Governance in Social Responsibility
- › 1.5 Evaluate the Impact of Social Responsibility on Care Services
- › 1.6 Develop a Personal Action Plan for Implementing ISO 26000 Principles

• 2 Core Subjects of ISO 26000: Identifying Key Issues in Care Services — 6 classes

- › 2.1 Understand the Principles of ISO 26000 in Care Services
- › 2.2 Recognize Core Subjects Relevant to Care Service Social Responsibility
- › 2.3 Identify Key Stakeholders in Care Services and Their Expectations
- › 2.4 Evaluate Social, Environmental, and Economic Issues in Care Services
- › 2.5 Analyze Case Studies on Social Responsibility Practices in Care
- › 2.6 Develop an Action Plan to Address Key Issues in Care Services

• 3 Stakeholder Engagement: Developing Relationships in Care Services — 6 classes

- › 3.1 Identify Key Stakeholders in Care Services
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Stakeholder Engagement
- › 3.4 Foster Collaborative Relationships with Stakeholders
- › 3.5 Evaluate the Impact of Stakeholder Engagement on Care Services
- › 3.6 Create an Action Plan for Continuous Stakeholder Engagement

• 4 Implementing ISO 26000: Best Practices for Care Services — 6 classes

- › 4.1 Assessing Current Practices in Care Services
- › 4.2 Identifying Stakeholder Needs and Expectations
- › 4.3 Developing an Action Plan for ISO 26000 Implementation
- › 4.4 Integrating Social Responsibility into Care Service Policies
- › 4.5 Measuring and Evaluating Outcomes of Social Responsibility Practices
- › 4.6 Communicating Social Responsibility Initiatives to Stakeholders

• 5 Evaluating Impact: Measuring Social Responsibility in Care Services — 6 classes

- › 5.1 Define Key Indicators for Measuring Social Responsibility in Care Services
- › 5.2 Analyze Stakeholder Feedback for Evaluating Care Service Impact
- › 5.3 Develop a Framework for Data Collection on Social Responsibility
- › 5.4 Interpret Data to Assess Social Responsibility Outcomes
- › 5.5 Design a Reporting Template for Social Responsibility Evaluation
- › 5.6 Create an Action Plan for Continuous Improvement Based on Evaluation Results

• 1 Understanding Stakeholder Identification in Care Services — 6 classes

- › 1.1 Define Stakeholders in Care Services
- › 1.2 Identify Primary and Secondary Stakeholders
- › 1.3 Analyze Stakeholder Needs and Expectations
- › 1.4 Map Stakeholder Influence and Impact
- › 1.5 Develop Effective Communication Strategies for Stakeholders
- › 1.6 Evaluate Stakeholder Engagement Outcomes in Care Services

• 2 Effective Communication Strategies with Stakeholders — 6 classes

- › 2.1 Identify Key Stakeholders in Care Services
- › 2.2 Analyze Stakeholder Needs and Expectations
- › 2.3 Develop Tailored Communication Strategies
- › 2.4 Utilize Active Listening Techniques with Stakeholders
- › 2.5 Implement Feedback Mechanisms for Continuous Improvement
- › 2.6 Evaluate the Effectiveness of Communication with Stakeholders

• 3 Engagement Techniques for Diverse Stakeholder Groups — 6 classes

- › 3.1 Identify Diverse Stakeholder Groups in Care Services
- › 3.2 Analyze the Needs and Expectations of Stakeholders
- › 3.3 Develop Tailored Communication Strategies for Engagement
- › 3.4 Utilize Active Listening Techniques for Effective Dialogue
- › 3.5 Implement Feedback Mechanisms for Stakeholder Input
- › 3.6 Evaluate the Impact of Engagement Techniques on Stakeholder Relationships

• 4 Measuring and Evaluating Stakeholder Engagement Impact — 6 classes

- › 4.1 Define Stakeholder Engagement Metrics for Care Services
- › 4.2 Analyze Effective Communication Strategies with Stakeholders
- › 4.3 Identify Tools for Measuring Stakeholder Engagement Impact
- › 4.4 Evaluate Quantitative Data from Stakeholder Feedback
- › 4.5 Assess Qualitative Outcomes of Stakeholder Engagement Initiatives
- › 4.6 Develop Action Plans Based on Stakeholder Engagement Evaluation

• 5 Building Long-Term Relationships with Stakeholders — 6 classes

- › 5.1 Identify Key Stakeholders in Care Services
- › 5.2 Analyze Stakeholder Needs and Expectations
- › 5.3 Develop Effective Communication Strategies for Engagement
- › 5.4 Implement Feedback Mechanisms for Stakeholder Input
- › 5.5 Foster Collaborative Relationships through Trust-Building Activities
- › 5.6 Evaluate Long-Term Stakeholder Relationships and Continuously Improve

• 1 Understanding Social Responsibility Principles in Care Services

— 6 classes

- › 1.1 Define Key Social Responsibility Concepts in Care Services
- › 1.2 Explore the Principles of ISO 26000 in Care Context
- › 1.3 Analyze the Importance of Stakeholder Engagement
- › 1.4 Assess the Role of Leadership in Promoting Social Responsibility
- › 1.5 Identify Strategies for Implementing Social Responsibility Practices
- › 1.6 Evaluate Case Studies of Social Impact in Care Services

• 2 Frameworks for Strategic Planning in Care Services — 6 classes

- › 2.1 Identify Key Frameworks for Strategic Planning in Care Services
- › 2.2 Analyze the Role of Stakeholder Engagement in Strategic Planning
- › 2.3 Assess Current Social Impact Assessment Methods
- › 2.4 Develop Goals Aligned with ISO 26000 Principles
- › 2.5 Create a Strategic Plan Template for Care Services
- › 2.6 Evaluate the Implementation of Strategic Plans for Continuous Improvement

• 3 Stakeholder Engagement and Collaboration Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Care Services
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Facilitate Collaborative Partnerships in Care Services
- › 3.5 Evaluate the Impact of Stakeholder Engagement
- › 3.6 Create an Action Plan for Ongoing Stakeholder Collaboration

• 4 Measuring and Evaluating Social Impact in Care Services — 6

classes

- › 4.1 Define Key Concepts of Social Impact in Care Services
- › 4.2 Identify Metrics for Measuring Social Impact in Care
- › 4.3 Collect Qualitative and Quantitative Data for Evaluation
- › 4.4 Analyze Data to Assess Social Impact Effectiveness
- › 4.5 Develop Case Studies to Illustrate Successful Impact
- › 4.6 Create an Action Plan for Continuous Improvement in Care Services

• 5 Sustainable Development Goals and Their Application in Care Services — 6 classes

- › 5.1 Explore the Sustainable Development Goals (SDGs) Framework
- › 5.2 Identify Key SDGs Relevant to Care Services
- › 5.3 Assess Current Practices Against the SDGs in Care Settings
- › 5.4 Develop Action Plans to Address SDGs in Care Services
- › 5.5 Integrate Stakeholder Engagement for SDG Implementation
- › 5.6 Evaluate and Report on SDG Impact in Care Services